



September 13, 2021

SENT VIA CERTIFIED MAIL AND FIRST-CLASS MAIL

Integra Employer Health, LLC
P.O. Box 1178
Matthews, NC 28106

RE: Application Denial for TPA Registration

To whom it may concern,

This letter is to notify you that your company's application for registration as a Third-Party Administrator ("TPA") in South Dakota has been denied. The reason for the denial is as follows:

Integra Employer Health, LLC (hereafter "Integra") submitted an application for a TPA registration to the Division on December 14, 2020. In reviewing the application, the Division found that incorrect or incomplete answers were given for application questions 3,5,6, & 7.

Due to the discrepancies in the application, the Division wrote to your company on January 20, 2021. A representative from your company responded with additional information on February 12, 2021. Upon review of the additional information, it was determined that your company had previously held a TPA registration in South Dakota which lapsed on July 1, 2020.

Due to the possibility of unlicensed activity in our state, on September 12, 2021 the Division wrote to your company's representative who previously responded and requested a list and explanation for all TPA work that Integra had done in South Dakota after July 1, 2020. Having failed to receive a response, on March 5, 2021 the Division called and left a voicemail for your representative that a response was still due. Your representative called back on March 16, 2021 stating that she was still working on a response. Having failed to receive a response, the Division again called and/or emailed your representative on March 26, 2021, March 31, 2021, April 27, 2021, and May 21, 2021 requesting an update on the matter. As no response was received, on July 23, 2021 a cite letter was set via certified mail to your company's mailing address of record. The cite letter requested a response within 20 days and notified Integra that if a response was not received within this timeline, Integra's TPA registration application would be denied. USPS tracking for the cite letter indicates it was delivered to the mailing address of record on July 27, 2021. As of the date of this letter, the Division still has not received a response from Integra.

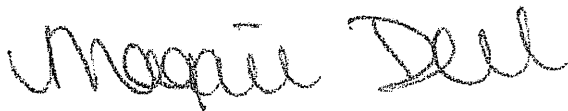
Based on the above information, your company's TPA application is denied based upon SDCL §§ 58-29D-24,58-29D-31(2) & (4), 58-30-167(1),(2), & (8), and 58-33-66(1),for using methods or practices in the conduct of its business which render its further transaction of business in this state hazardous or injurious to insured persons or the public; violating any lawful rule or order of the

director or any provision of the insurance laws of this state; using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness, or financial irresponsibility in the conduct of business in this state or elsewhere; and for failing to respond to an inquiry from or failing to supply documents requested by the Division within twenty days of receipt of such inquiry or request.

Please note that this denial is considered an administrative action which will be reported to the database maintained by the National Association of Insurance Commissioners. If an administrative action occurs, an insurance producer may be required to report the action to any and all states in which an insurance license is held and in accordance with the timeframes and requirements of each state.

You may make a written request to the Division of Insurance within thirty (30) days of the date of this denial for a hearing to determine the reasonableness of this decision to deny your application for licensure.

Sincerely,

A handwritten signature in cursive script that reads "Maggie Dell".

Maggie Dell
Assistant Director
South Dakota Division of Insurance
Department of Labor and Regulation